



## NATIONAL RURAL HEALTH RESOURCE CENTER

### HOSPITAL SPOTLIGHT

#### Tallahatchie General Hospital: 5-Star HCAHPS Facility

[Tallahatchie General Hospital](#) (TGH) is an 18-bed, not-for-profit Critical Access Hospital (CAH) and 98-bed nursing facility providing services to the residents of Charleston, Mississippi and surrounding communities. In 2017, TGH was selected by the [Small Rural Hospital Transition \(SRHT\) Project](#) and supported with a Quality of Care and Transition of Care Project. The quality project provides guidance to hospitals for initiating community care coordination activities to support future population health management.

#### TGH Top Accomplishments

TGH is now a 5-star HCAHPS facility! Within the first six months of SRHT project implementation, the team had already completed 7 out of 10 action items. Additionally, use of Emergency Department Transfer Communication (EDTC) increased from pre-project 89% to 94%.

- TGH made deliberate decisions to have all department heads as part of quality and not make it just one person or one department. Blackwood states "(we are) really making quality a culture and not just a department. We want to be a hospital that is survey ready at all times...it's a mindset."
- TGH revisited the process of displaying their HCAHPS data in hallways. In addition to reporting metrics at board of director and department head meetings, they hold "department head +1" meetings which also includes an up and coming leader.
- TGH focuses improves communication with patients and preparation for discharge by utilizing white boards, bedside meetings with home health, implementation of patient care guides and utilizing the LACE tool to identify patients at high-risk for readmission consistency.
- TGH is focusing on population health and reaching out to potential patients with diabetes to provide chronic care management and are exploring opportunities to address hypertension and cardiac issues
- TGH leadership knows that improvement in the hospital is tied to staff engagement. A recent staff satisfaction survey discovered that staff wanted more information from upper management to floor personnel and they want a venue for their voices to be heard. Once a month, brown bag lunches are held for staff and department heads to identify issues and discuss solutions.

*"While perhaps not a first adopter, TGH is more prepared and ready for our future environment."*  
Jim Blackwood, TGH Administrator